



IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION

Barb Kniff McCulla
CHAIR

Timothy L. Lapointe
Krista Wenzel

Robert F. Holz
Annette Dunn

Steven Olson
Rob Sand

Randy Goddard, Executive Director

Governor Kim Reynolds

Lt. Governor Adam Gregg

Iowa Telecommunications & Technology Commission Grimes State Office Building, 1st Floor 400 East 14th Street, Des Moines, IA 50319 Meeting Minutes September 16, 2021

FINAL

To ensure the most efficient use of State resources, the September 16, 2021, ITTC meeting was held via video conference pursuant to Iowa Code section 21.8. A video conference ensured that more Commissioners, staff, and the public were able to participate in the meeting and reduced the risk of delays caused by the public health recommendation. The meeting was accessible to members of the public.

Roll Call:

Commissioners Present

Barb Kniff McCulla, Chair
Bob Holz, Member
Steve Olson, Member
Krista Wenzel, Member
Timothy Lapointe, Member
Matt Behrens, Representing Annette Dunn, Ex-Officio Member
Drew Stensland, Representing Rob Sand, Ex-Officio Member (*Joined at 10:52 AM*)

Iowa Communications Network Staff

Randy Goddard, Executive Director
Deb Evans, Chief of Staff
Mark Johnson, Chief Administrative Officer
Scott Pappan, Chief Technology Officer
Mike Cruise, Finance Bureau Manager
Ryan Mulhall, Network Services Bureau Manager
Stephanie DeVault, Business Services Bureau Manager
Patrick Kazeze, Facilities / TAC Bureau Manager
Mark Dayton, ICN Sales Engineer
Brian Clayton, Purchasing Agent III
Lori Larsen, Executive Officer 2 (Recorder)

Guest Attendees

Alan Nagel, Office of the Attorney General
Scott Golberg, Fiber Network Services (FNS)
Rob Smith, Fiber Network Services (FNS)
Ray Warner, Aureon

Call to Order:

Chair Kniff McCulla called the meeting to order at 10:31 AM. It was noted that a quorum of members was present for the meeting.

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Approval of the August 19, 2021 Meeting Minutes:

Chair Kniff McCulla requested a motion to approve the August 19, 2021 meeting minutes. Commissioner Wenzel moved to approve the minutes. Commissioner Olson seconded the motion.

The motion passed unanimously.

Approval of the August 25, 2021 Meeting Minutes:

Chair Kniff McCulla requested a motion to approve the August 25, 2021 meeting minutes. Commissioner Holz moved to approve the minutes. Commissioner Wenzel seconded the motion.

The motion passed unanimously.

Old Business:

None

New Business:

Staff Update: Gerry Bruess

Randy Goddard informed the Commission of the recent passing of ICN employee Gerry Bruess, who lived in the Cedar Falls area. Gerry was a field technician and had been with the State of Iowa for 20 years. He was one of the original employees that came over to the ICN from Iowa Public Television. He worked with the ICN video classrooms and recently with the FirstNet and cabling initiative. He will be greatly missed. Gerry leaves behind his wife Jill and two adult sons.

Agency Updates

Finance Update – Mike Cruise

August FY 2021 Budget-to-Actual Report

Monthly Revenues and Expenses:

The month of August resulted in an operating margin of -\$131,933 or -5.0%. This is \$31,007 unfavorable to the budget, which is -\$100,926. Overall revenues are favorable to budget by \$24,257. While revenues are down in some categories, we have positivity in others. Direct expenses are favorable to budget by \$4,424, providing a gross margin that is \$28,681 favorable to budget. Total allocated expenses are \$59,689 unfavorable to budget.

Year-to-Date (YTD) Revenues and Expenses:

Through August we have an operating margin of -\$480,097, which is \$3,454 unfavorable to the budget of -\$476,643. Overall revenues are unfavorable to budget by \$34,446 and direct expenses are \$35,690 unfavorable, producing a gross margin that is \$70,136 unfavorable.

Comparison to August FY 2021:

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The current year operating margin for the month of August is \$91,034 unfavorable to August FY 2021. Revenue is down \$172,625 from last year, and most of that is attributed to high Outside Plant revenue last year. However, direct expenses are \$141,238 favorable, producing a gross margin that is \$31,187 unfavorable.

Year-to-Date Comparison to FY 2021:

Operating margin is \$378,812 unfavorable to last fiscal year. Revenue is down from last year, while direct expenses are higher, which was noted due to the amount of annual expense that we have already booked for this year compared to last year. Overall, we are tracking close to budget.

Year-End Updates:

1. September 15 was the final day for internal corrections, so FY 2021 is now closed.
2. Final budget-to-actual and financial statements will be presented in the October meeting.
3. FY 2021 GAAP package is due October 1
4. FY 2023 budget is due September 24, as well as any appropriation requests.

WorkSmart/Workday

- Go-Live for the HCM or the personnel piece of Workday is September 17.
- Preparations for FIN (Financial) piece are continuing for a planned implementation of late summer 2022.

COMMENTS

Chair Kniff McCulla – Since last quarter included the pre-booked items, will next quarter look better?

Mike Cruise – Next month we are a lot closer to the zero-dollar overall margin. A lot of the larger expenses are booked for maintenance. There is also new revenue getting closed out.

Contracting Update – Mike Cruise

One sole sources contract with Precision Underground was entered into.

COMMENTS

None

Business Services Update – Stephanie DeVault

General Updates

- ICN had no new customers for the month.
- No new waiver requests.
- There are no updates regarding the University of Iowa's RFP for the cloud-based phone system to report.

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Healthcare

- IRHTP Equipment Refresh: closer to completion. Changing VLANs to NNIs. One last clinic for testing internally on equipment.
- University of Iowa healthcare announced they plan to open a hospital in the North Liberty area. Plan to connect back to the University of Iowa. ETA 2023.
- Increase in service or new circuit orders: Madison County Health Care System, Skiff Medical Center, Boone County, St Anthony Regional Hospital, Veterans Memorial Hospital, Van Buren County Hospital, and Story County Medical Center.
- Second Round of Telehealth Funding for COVID Relief: Shenandoah Medical Center

Government

- Legislative Services Agency (LSA) and Department of Administrative Services (DAS): Cabling Projects.
- Orders received: Iowa Workforce Development (internet upgrade), Lottery Disaster Recovery moved to JFHQ, Alcoholic Beverages Division (fiber build).

Public Safety

- 911 Landline Migration Project: local carrier connection and interstate connection work.
- Judicial: Almost completed with data center move.
- Iowa Department of Homeland Security and Emergency Management (HSEMD), Ethernet and FirstNet circuits.
- Iowa Department of Public Safety (DPS) Iowa State Patrol-Land Mobile Radio (LMR) Dickinson County.
- DPS-Division of Criminal Investigation (DCI) Ethernet Circuit.
- Department of Corrections: 6th District Cedar Rapids and fiber build.

Education

- Actively working with ISU-ARA Project. Large build from Boone to Tama.
- Orders: Osage CSD - Internet increase, Wartburg Theological Seminary Internet and DDoS mitigation, Kirkwood Community College with two Ethernet point-to-point circuits, Keystone AEA Ethernet circuit, Green Hills AEA Ethernet circuit, Fort Dodge Library - Internet circuit, UNI - redundant Internet circuit, and DMACC had an increase and renewal of Ethernet.

Marketing and Communications

- More active with ICN information on social media.
- Tradeshow/Conference updates.
- SYBAC started in September. Next meeting is scheduled for Oct 12 with Ryan Mulhall providing a security update.

COMMENTS

None

Network Services Updates

Network Operations & Security Update – Ryan Mulhall

Network Updates

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- Network Core Update: SP23 and Independence in Waterloo have been brought into the 100Gb Network. Migrating circuits in both locations, about 25% of the way through. After that work, we will move to Oelwein, which will complete the ring in the NE corner of the State. We were also able to complete the last of the changes that Juniper presented for the interoperability. Great work by the team involved.
- Currently passing traffic through the Chicago Internet connection. We have entered the order to shut down Dallas, and we will be utilizing Denver and Chicago exclusively.
- Firewall Migration Project: We received all the Palo Alto equipment. As we go through, we will start replacing and decentralize the State Firewall. We had our kick-off meeting on September 15 with the Palo Alto engineers. We will move all ICN firewalls by mid-October, and then move our customers' firewalls.
- Network Engineering Update: We brought in the hardware that we will use for our aggregation switches. It is connected in the lab. We will begin testing. There are 150 sites we will be replacing. Currently bringing in TDM and Voice equipment out of the Network and back to the Warehouse. We are also starting to process orders for the batteries that we received from our FEMA claim as part of the 2020 Derecho recovery. We had about \$50,000 of damage to power equipment that we were able to recover.
- Outside Plant update: In August we had 28 new projects, a 20% increase of what we normally see in August. Of those projects, there were 4 cable cuts, 1 washout, 2 cable damages of unknown cause, 4 cable relocations, and 5 estimates for potential new builds.
- Grant project updates from Iowa HSEMD: We have completed four of the five projects associated with critical infrastructure and cybersecurity.
 - Complete: Installation of a patch management software for internal systems.
 - Complete: A power upgrade at the Lucas State Office Building, which enhanced ICN's lab environment and facilitates the state firewall service.
 - Complete: Added a disaster recovery site at a private data center, which includes a fiber build and equipment purchase.
 - In-progress: Installation of security cameras and access controls at the three main core network sites.
 - Complete: Performing an external vulnerability scan on the Network.

COMMENTS

None

Administration & Facilities Updates

Facilities and TAC Update – Patrick Kazeze

TAC (Technical Assistance Center) Update

Cabling and wiring projects completed in the last month include:

- Completed project in the reception area for the Iowa Student Aid Commission.
- Installed cable for a new established Kiosk in the Oran Pape Building, providing Internet connectivity via a DPS Internet connection for the Iowa Department for the Blind.

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- Completed four FirstNet installations at the following locations: Black Hawk Consolidated Communications Center in Waterloo, the Story County Sheriff's Office in Nevada, Marshall County Communication Center in Marshalltown, and the Ames Police Department in Ames.
- Managed Voice Service (MVS): Completed an out-state MVS cable install at Iowa State Patrol District 12 in Stockton. TAC is also working on site surveys and developing cost estimates for eight more out-state locations for MVS in Osceola, Council Bluffs, Denison, Spencer, Cedar Falls, Oelwein, Cedar Rapids, and Mount Pleasant.
- In-state, at the Capitol Complex TAC is working with our cybersecurity team in the Lucas Building assisting in a cabling project to support and provide connectivity to ICN's new Palo Alto Firewalls and some servers.
- Started coordination on a large cabling project for DAS funded through ARPA Funds to install and terminate CAT6 data cables to 70 conference rooms in the Hoover, Grimes, and Wallace buildings, and the Facility Management Center. This project is to be completed by December 17.

Facilities Update:

- Indianola: Reached an agreement allowing ICN to move forward on moving into the space at the new school. The contract is out for legal review at this time. Once the contract is approved we will coordinate efforts to begin moving equipment over.
- Tiffin (switch point 43): Minor issue preventing our tech's from turning up the recently racked equipment. The electricians that wired the new panel, wired one of the legs incorrectly. This was caught by the tech team as they were about to turn up the equipment. Scheduled power outage at the site to replace the switchgear down the road that feeds the site. No issues to report coming out of that maintenance window.
- The Wallace building has a scheduled power outage (Sept 22) for DAS to replace an ATS, a generator, and portable A/C units. We don't expect any impact, but will be monitoring.
- HVAC updates - The recent temperature drops have helped mitigate the issues that were popping up.

COMMENTS

None

Other Business:

ITTC Committee Updates – Staff/Commission

Personnel Committee – Mark Johnson

The Personnel Committee did not meet in September.

Finance Committee – Mike Cruise

Meeting Date: September 15, 2021.

Attendance: Commissioner Wenzel, Commissioner Holz, Brian Clayton, and Mike Cruise.

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Topics Covered:

- Brian Clayton gave updates on several contracting issues.
- Review of August FY 2022 financials as presented today.
- Workday update.
- Other updates from Finance.

Customer and Services Committee – Stephanie DeVault

Meeting Date: September 8, 2021.

Attendance: Commissioner Olson, Commissioner Lapointe, Stephanie DeVault, and Mark Dayton.

Topics Covered:

- Services: No new services.
- No new waiver requests.
- Customer update.
- Orders in the system.

Operations Committee – Scott Pappan

Meeting Date: September 13, 2021.

Attendance: Commissioner Lapointe, Commissioner Wenzel, and Scott Pappan.

Topics Covered:

- Voice Network - Yesterday, Today, and Tomorrow. Migration explanation from TDM to SIP.

Public Comment:

None

Adjournment:

The ITTC meeting adjourned at 11:02 AM.

ATTESTED TO:

Barb Kniff McCulla - Chair, Iowa Telecommunications and Technology Commission